

FMS Applications Management Roles and Responsibilities Matrix

Task/Function		FMS Application Mgmt Lead	Oracle Tier II Help Desk Analyst	Oracle Application Database Administrator	Oracle Application Programmer	CTO (Customer)	FMS Project Manager (Customer)	FMS Tier 1 Help Desk (User)	Computer Sciences Corporation/VDC (Partner)	Oracle Systems Product Support (Supplier)	Andersen Legal	Comments
Key: R=Responsible (implies execute if not otherwise stated), E=Execute, S=Support, A=Approve												
1	Request Management											
1.1	Serve User											
1.1.1	Receive and Log User Request											
1.1.1.1	Requester initiates Request							R				
1.1.1.2	Request reviewed with requester receiver		R									
1.1.1.3	Capture and log user request (initial)		R									
1.1.1.4	Is Request Valid?		R									
1.1.1.5	Capture and log user request (detail)		R									
1.1.1.6	Verify exit criteria		R									
1.1.2	Validate and Authorize User Request											
1.1.2.1	Verify entrance criteria		R									
1.1.2.2	Is Request Valid? -- Validate user request after resolving outstanding issues, collaborating with appropriate parties & completing research		R									
1.1.2.3	Review request documentation		R									
1.1.2.4	Set authorization agenda	R	S	S	S							
1.1.2.5	Conduct authorization meeting	R	S	S	S							
1.1.2.6	Is request authorized?	R	S	S	S							
1.1.2.7	Update request database	S	R	S	S							
1.1.2.8	Verify exit criteria		R									
1.1.3	Prioritize and Categorize User Request											
1.1.3.1	Verify entrance criteria	R	S	S	S							
1.1.3.2	Determine initial request type and priority	R	S	S	S							
1.1.3.3	Conduct meeting to finalize type and priority	R	S	S	S							
1.1.3.4	Has request been authorized?	R	S	S	S							
1.1.3.5	Update request database	R	S	S	S							
1.1.3.6	Is request simple (< 1 hour)?	R	S	S	S							
1.1.3.7	Perform initial estimation toward resolution	R	S	S	S							
1.1.3.8	Verify exit criteria	R	S	S	S							
1.1.4	Resolve Simple User Request											
1.1.4.1	Verify entrance criteria	R	S	R	R							Responsible party depends on type of issue
1.1.4.2	Confirm simple user request	R	S	R	R							Responsible party depends on type of issue
1.1.4.3	Has request been prioritized and categorized?	R	S	R	R							Responsible party depends on type of issue
1.1.4.4	Confirm initial estimation is accurate?	R	S	R	R							Responsible party depends on type of issue
1.1.4.5	Assign simple user request	R	S	R	R							Responsible party depends on type of issue
1.1.4.6	Complete simple user request	R	S	R	R							Responsible party depends on type of issue
1.1.4.7	Confirm completion of simple user request	R	S	R	R							Responsible party depends on type of issue
1.1.4.8	Discuss completed requests at status meetings	R	S	R	R							Responsible party depends on type of issue
1.1.4.9	Update request database	R	S	R	R							Responsible party depends on type of issue
1.1.4.10	Verify exit criteria	R	S	R	R							Responsible party depends on type of issue
1.1.5	Assign Complex User Request											
1.1.5.1	Verify entrance criteria	R										
1.1.5.2	Confirm complex user request?	R										
1.1.5.3	Has request been prioritized and categorized?	R										
1.1.5.4	Assign complex user request	R										
1.1.5.5	Assist in initial estimation of complex user request		S	R	R							Responsible party depends on type of issue
1.1.5.6	Complete high level work breakdown structure		S	R	R							Responsible party depends on type of issue
1.1.5.7	Discuss requests in progress at status meetings	S	S	R	R							Responsible party depends on type of issue
1.1.5.8	Update request database		S	R	R							Responsible party depends on type of issue
1.1.5.9	Verify exit criteria			R	R							Responsible party depends on type of issue
1.1.6	Provide Feedback and Communicate With Users											
1.1.6.1	Verify entrance criteria		S	R	R							Responsible party depends on type of issue
1.1.6.2	Contact requester		S	R	R							Responsible party depends on type of issue
1.1.6.3	Discuss request status		S	R	R							Responsible party depends on type of issue
1.1.6.4	Does requester have issues?		S	R	R							Responsible party depends on type of issue
1.1.6.5	Verify exit criteria		S	R	R							Responsible party depends on type of issue

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1.1.7	Management of Request Issues											
1.1.7.1	Verify entrance criteria	R	S	R	R							Issue identifier is responsible for this step
1.1.7.2	Confirm issue exists	R	S	R	R							Issue identifier is responsible for this step
1.1.7.3	Define and analyze issue	R	S	R	R							Issue identifier is responsible for this step
1.1.7.4	Capture/log issue	R	S	R	R							Issue identifier is responsible for this step
1.1.7.5	Assign and prioritize issue	R	S	R	R							Issue identifier is responsible for this step
1.1.7.6	Is issue resolvable?	R	S	R	R							Issue owner is responsible for this step
1.1.7.7	Organize and facilitate issue	R	S	R	R							Issue owner is responsible for this step
1.1.7.8	Status meeting review	R	S	R	R							Issue owner is responsible for this step
1.1.7.9	Should issue be escalated?	R	S	R	S							Issue owner is responsible for this step
1.1.7.10	Validate and document escalation	R	S	R	S							Issue owner is responsible for this step
1.1.7.11	Communicate issue closure	R	S	R	R							Issue owner is responsible for this step
1.1.7.12	Document and close issue	R	S	R	R							Issue owner is responsible for this step
1.1.7.13	Resolve issue	R	S	R	R							Issue owner is responsible for this step
1.1.7.14	Is issue actually a scope change?	R	S	R	R							Issue owner is responsible for this step
1.1.7.15	Verify exit criteria	R	S	R	R							Issue owner is responsible for this step
1.1.8	Close User Request											
1.1.8.1	Verify entrance criteria		R	S	S							
1.1.8.2	Confirm user request was validated?		R	S	S							
1.1.8.3	Confirm user request was authorized?		R	S	S							
1.1.8.4	Confirm user request was prioritized and categorized?		R	S	S							
1.1.8.5	Confirm user request was completed?		R	S	S							
1.1.8.6	Update request database		R	S	S							
1.1.8.7	Verify exit criteria		R	S	S							
1.2	Escalate Request Issues											
1.2.1	Monitor and Resolve Escalated Request Issue											
1.2.1.1	Verify entrance criteria	R		S	S							
1.2.1.2	Revalidate escalated issue	R		S	S							
1.2.1.3	Validate escalation participants	R		S	S							
1.2.1.4	Define/communicate escalation meeting agenda	R		S	S							
1.2.1.5	(Request) issues status meeting	R		S	S							
1.2.1.6	Is further escalation needed?	R		S	S							
1.2.1.7	Is issue acutally a scope change?	R		S	S							
1.2.1.8	Validate issue closure is warranted	R		S	S							
1.2.1.9	Update request database and request issue tracking tool	R		S	S							
1.2.1.10	Verify exit criteria	R		S	S							
2	Performance Management											
2.1	Generate Reports											
2.1.1	Extract Data	R	S									
2.1.2	Prepare Service Reports	R	S									
2.1.3	Goals Attained?	R										
2.1.4	Develop Exception Report	R	S									
2.1.5	Validate/Correct Reports	R										
2.1.6	Finalize and Distribute Reports	R	S									
2.1.7	Conduct Monthly Review	R										
2.1.8	Archive Reports	R	S									
2.2	Measure Balanced Performance											
2.3	Survey Customer											
2.4	Maintain SLAs and OLAs											
2.4.1	Analyze Reports	R										
2.4.2	Capture Suggestions	R										
2.4.3	Review and Validate Suggestions	R										
2.4.4	Approve Suggestion	R										
2.4.5	Investigate Root Causes	R										
2.4.6	Are Goals Realistic	R										
2.4.7	Update SLA/OLA	R										
2.4.7.1	Document Change to Agreement	R	S									
2.4.7.2	Log Change	R	S									
2.4.7.3	Conduct Internal Legal Review									R		
2.4.7.4	Conduct Change Review	R										
2.4.7.5	Distribute and Communicate Impact	R	S									
2.4.7.6	File Master and Update Log	R	S									
2.4.8	Develop Action Plan	R										
2.4.9	Implement Action Plan	R										
2.4.10	Is Action Working?	R	S									
2.5	Improve Service and Productivity											
3	Operations Planning and Management											

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3.1	Manage Communications											
3.2	Manage Financials											
3.3	Management of Operations Issues											
3.3.1	Verify entrance criteria	R	R	R	R							Issue identifier is responsible for this step
3.3.2	Confirm issue exists	R	R	R	R							Issue identifier is responsible for this step
3.3.3	Define and analyze issue	R	R	R	R							Issue identifier is responsible for this step
3.3.4	Capture/log issue	R	R	R	R							Issue identifier is responsible for this step
3.3.5	Assign and prioritize issue	R										
3.3.6	Is issue resolvable?	R	S	R	R							Issue owner is responsible for this step
3.3.7	Organize and facilitate issue	R	S	R	R							Issue owner is responsible for this step
3.3.8	Status meeting review	R	S	R	R							Issue owner is responsible for this step
3.3.9	Should issue be escalated?	R	S	R	R							Issue owner is responsible for this step
3.3.10	Validate and document escalation	R	S	R	R							Issue owner is responsible for this step
3.3.11	Send Issue to Change Control Board	R	S	R	R							Issue owner is responsible for this step
3.3.12	Communicate issue closure	R	S	R	R							Issue owner is responsible for this step
3.3.13	Document and close issue	R	S	R	R							Issue owner is responsible for this step
3.3.14	Resolve issue	R	S	R	R							Issue owner is responsible for this step
3.3.15	Is issue actually a request for service?	R	S	R	R							Issue owner is responsible for this step
3.3.16	Verify exit criteria	R	S	R	R							Issue owner is responsible for this step
3.4	Plan New Service											
4	Service Provision											
4.1	Execute Work											
4.2	Manage Configuration											
4.2.1	Manage Work (Build/Code)											
4.3	Conduct Testing											
4.3.1	Unit Testing											
4.3.2	Component/Integration Testing											
4.3.3	String Testing											
4.3.4	Usability/Regression Testing											
4.4	Manage Releases											
4.4.1	Building a Release Workplan											
4.4.2	Release Tracking and Oversight											
4.4.3	Release Delivery											
4.5	Support Production Environment											
4.5.1	Warranty Tracking											
4.5.2	Post Implementation											
5	Human Resource Management											
5.1	Staff Employees											
5.2	Develop Employees											
6	Work Environment Management											
6.1	Manage Tools and Technology											
6.2	Manage Physical Environment											